



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2766  
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY  
AUDITOR-CONTROLLER

February 19, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne Brathwaite Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – AVIVA FAMILY  
AND CHILDREN’S SERVICES: ANNENBERG CENTER, GRADUATE  
HOUSE, AND MILKEN DIAGNOSTIC CENTER**

We have completed a review of the three group homes operated by the Aviva Family and Children’s Services, Inc., Annenberg Center (Annenberg), Graduate House (Grad House), and Milken Diagnostic Center (Milken). Each home contracts with the Department of Children and Family Services (DCFS), Probation Department (Probation), and the Department of Mental Health (DMH).

Annenberg is a 36-bed facility located in the Third Supervisorial District, which provides care for girls, ages 13-17 years, who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Annenberg was providing services for 28 Los Angeles County Probation and four DCFS children.

Grad House is a six-bed facility located in the Third Supervisorial District, which provides care for girls ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Grad House was providing services for six Probation children.

Milken is a six-bed facility located in the Third Supervisorial District, which provides care for girls ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Milken was providing services for one DCFS child, one Probation child, and one DMH child.

*“To Enrich Lives Through Effective and Caring Service”*

### **Scope of Review**

The purpose of the review was to verify that the three agencies were providing services outlined in their Program Statements. Additionally, the review covered basic child safety and licensing issues and included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with three children placed at Annenberg and two children placed at Grad House and Milken, respectively. Interviews with the residents were designed to obtain their perspectives on the program services provided by the group home and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

The three group homes were providing the services outlined in their Program Statements.

Attached are detailed reports of the findings for each home.

### **Review of Report**

We discussed our report with the Agency's management. We thank the management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Richard Shumsky, Chief Probation Officer  
Andrew Diamond, Executive Director, Aviva Family and Children's Services  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**AVIVA FAMILY & CHILDREN'S SERVICES**  
**Annenberg Center**  
**1701 Camino Palmero**  
**Los Angeles, CA 90046**  
**Phone: (323) 876-0550**  
**License No.: 191800285**  
**Rate Classification Level: 12**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Three**

**Comments:**

The Annenberg Center Group Home (Annenberg) is one of three agencies operated by Aviva Family and Children's Services. The exterior of the facility was well maintained and landscaped. There were no observable safety hazards.

The interior of the facility was clean, neat, and nicely decorated. The bedrooms were spacious, comfortably furnished, and personalized by the residents.

Annenberg had a variety of athletic, recreational, and educational equipment for the residents including a gymnasium equipped with a basketball hoop, volleyball net, computers, video games, board games, TVs, and books.

There was an adequate supply of fresh and non-perishable food properly stored.

**Recommendations**

**There are no recommendations for this section.**

**II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Three**

**Comments:**

The residents met Annenberg's population criteria as outlined in their program statement and had initial diagnostic assessments.

The Needs and Services Plans (NSPs) were current, specific, measurable, attainable, and time limited. The residents and their authorized representatives participated in the development and modification of the NSPs.

Two of the residents had current, comprehensive Quarterly Reports that focused on the goals in their NSPs. The third resident did not require a Quarterly Report at the time of the review.

The residents received individual, group, art, recreational, and movement therapy. The residents expressed positive feelings about the therapeutic services they received and believed that their lives had been improved since being placed at the Annenberg Center.

The residents did not work and could spend their allowances as they wanted.

### **Recommendations**

**There are no recommendations for this section.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Three**

#### **Comments:**

The three residents attended Aviva's non-public school and their records contained report cards and/or progress reports. Each resident required and had an Individualized Educational Plan. The residents reported that they were provided with educational support, educational resources, and adequate daily cognitive stimulation.

The residents had the opportunity to participate in vocational/employment training and were offered information and skills needed for successful job interviews. Independent Living Skills and emancipation services were provided as well as resources for subsidized apartments and educational financial aid.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. RECREATION AND ACTIVITIES**

##### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Three**

##### **Comments:**

Annenberg provided residents with sufficient opportunities to participate in both on-grounds and off-grounds recreational activities. Residents had the opportunity to provide input with regard to developing the activity calendar and stated that the recreation schedules were followed and implemented.

Local community organizations were utilized for recreation and program resources, and provided transportation to the activities. Residents had the opportunity to participate in self-selected activities such as writing poetry and musical (rap) lyrics, listening to music, going on community hikes, and home passes. The residents could watch television, play games, and read at free times during the day.

Transportation was provided to and from activities.

##### **Recommendations**

**There are no recommendations for this section.**

#### **V. PSYCHOTROPIC/OTHER MEDICATION**

##### **Method of assessment – Review of relevant documents**

**There were 32 residents placed in Annenberg at the time of the review. A review of case files was conducted for the 20 residents prescribed psychotropic medication.**

##### **Comments:**

Court authorizations for the residents receiving psychotropic medications were current. Documentation confirmed that the prescribing psychiatrist conducted monthly evaluations for each resident.

Medication logs were properly maintained.

##### **Recommendations**

**There are no recommendations for this section.**

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Three**

#### **Comments:**

The residents were presented with the policies, rules, and regulations upon placement at the facility. The residents indicated that they felt safe in the home and were always supervised. The residents were satisfied with the interactions between themselves and staff, felt they were treated fairly, and believed staff was concerned about them.

They reported a high level of satisfaction with regard to their individual bedrooms, but felt that the rules of the facility were restrictive. The residents reported that there was no interference with daily activities such as getting water and snacks.

The residents stated that they had a variety of food choices, including a salad bar. Two of the three residents stated that they were not always satisfied with the taste of the food. This was discussed with management who stated that they have continued dialogue with the residents to develop [food] compromises within dietary guidelines. At the residents' request, peanut butter and jelly sandwiches were recently added to the optional meal list.

The residents indicated that the staff assisted them with making positive differences in their lives, helped with transportation to and from home visits, and made efforts to include relatives and potential caregivers in their treatment program.

Resident chores included the maintenance of their rooms and common areas, which the residents did not feel were too demanding.

The residents were free to receive telephone calls and have private visits with approved guests. The residents indicated that they had religious freedom and that their health care needs were met.

The residents were aware of their right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Three**

### **Comments:**

Annenberg provided appropriate clothing, items of necessity and allowances to the residents. Annenberg supplied its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents were given the opportunity to select their own clothes. Clothing provided to the residents was of good quality and quantity.

The residents received at least the required minimum weekly allowance that they were able to increase based on the Agency's behavioral system.

Annenberg provided residents with adequate personal care items and sufficient, secure storage space.

The residents had the opportunity to maintain a life book.

### **Recommendations**

**There are no recommendations for this section.**

**AVIVA FAMILY & CHILDREN'S SERVICES**

**Aviva Girls Graduate House**

**6603 Whitman Avenue**

**Van Nuys, CA 91406**

**Phone: (818) 781-8020**

**License No.: 191290796**

**Rate Classification Level: 12**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Aviva Girls Graduate House (Grad House) is one of three agencies operated by Aviva Family and Children's Services. The facility was attractive and blended in with other homes in the neighborhood. There were no observable safety hazards.

The interior of the facility was clean, neat, and nicely decorated. The bedrooms were comfortably furnished and personalized by the residents.

Grad House had age appropriate indoor and outdoor recreational including a swimming pool, Stairmaster, treadmill, a variety of table games, arts and crafts supplies, TV, video games, DVD and VCR players. There were computers, magazines, books, an encyclopedia computer program, and other resource materials.

There was an adequate supply of fresh and non-perishable food properly stored.

**Recommendations**

**There are no recommendations for this section.**

**II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents met Grad House's population criteria as outlined in their program statement and had initial diagnostic assessments.



The Needs and Services Plans (NSPs) were current, specific, measurable, attainable, and time limited. The residents and their authorized representatives participated in the development and modification of the NSPs. One resident's Quarterly Report was current, comprehensive, and focused on the goals in the NSP. The other resident did not require a Quarterly Report at the time of the review.

The residents received therapeutic services and interventions developed to address their individual needs.

### **Recommendations**

**There are no recommendations for this section.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

Both residents attended Aviva's non-public school and their records contained report cards and/or progress reports. Each resident required and had an Individualized Educational Plan. The residents reported that they were provided with educational support, educational resources, and adequate daily cognitive stimulation.

Development of independent living and emancipation skills was part of Grad House's program. The residents were involved in the planning and preparation of meals and learned employment preparation techniques and job interview skills. Residents also had the opportunity to participate in vocational training. The residents did not work and both were able to spend their allowances as they wanted.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

Grad House provided appropriate activities for the residents and followed a weekly Day Treatment activity schedule developed by the staff and residents.

The residents expressed satisfaction with both the on-grounds and off-grounds activities that included going to television show tapings, movies, arcades, the mall, Cirque de Soliel, baking homemade cookies, arts and crafts, and swimming. The residents had the opportunity to participate in self-selected activities could watch television, play games, and read at free times during the day.

Transportation was provided to and from activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents.**

**There were six residents placed in Grad House at the time of the review. A review of case files was conducted for the three residents prescribed psychotropic medications.**

### **Comments:**

Court authorizations for the residents receiving psychotropic medications were current. Documentation confirmed that the prescribing psychiatrist conducted monthly evaluations for each resident.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. PERSONAL RIGHTS**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The residents were presented with the policies, rules, and regulations upon placement at the facility. They were familiar with the rewards and discipline practices and felt that the consequences and rewards were fair.

The residents reported that supervision was appropriate and that there was always a sufficient number of staff at the facility when residents were present. The residents stated that they felt safe, were treated with respect and dignity, and that staff was respectful and sensitive to their individuality.

Both residents rated their rooms as "very good." They stated that they had no interference with daily activities such as getting water and snacks. They received a sufficient amount of food and expressed satisfaction with their meals.

Resident chores included the maintenance of their own rooms and common areas, which the residents did not feel were too demanding.

The residents were allowed to telephone their authorized representatives and family and had sufficient privacy during phone calls and visits. The residents indicated that they had religious freedom and that their health care needs were met.

The residents were aware of their right to refuse medication.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

Grad House provided appropriate clothing, items of necessity, and allowances to the residents. Grad House supplied its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents were given the opportunity to select their own clothes within established parameters.

The residents received at least the required minimum weekly allowance that they were able to increase based on the Agency's behavioral system.

Grad House provided residents with adequate personal care items and sufficient, secure storage space.

Both residents had life books.

### **Recommendations**

**There are no recommendations for this section.**

**AVIVA FAMILY & CHILDREN'S SERVICES**

**Milken Diagnostic Center**

**7786 Cherrystone Avenue**

**Panorama City, CA 91402**

**Phone: (818) 780-1005**

**License No.: 191221249**

**Rate Classification Level: 14**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Milken Diagnostic Center (Milken) is one of three agencies operated by Aviva Family and Children's Services. The exterior of the home is well maintained and landscaped. There were no observable safety hazards.

The interior of the facility was clean, neat, and nicely decorated. The bedrooms were spacious, comfortably furnished, and personalized by the residents.

Milken had age appropriate recreational and educational equipment that included balls, table games, art and craft supplies, a large screen TV, video games, DVD and VCR players, computers, magazines, an encyclopedia computer program, and other resource materials. The residents also went to the public library once a week.

There was an adequate supply of properly stored fresh and non-perishable food.

**Recommendations**

**There are no recommendations for this section.**

**II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents met the Milken's population criteria as outlined in their program statement and had initial diagnostic assessments.

The Needs and Services Plans (NSPs) were current, specific, measurable, attainable, and time limited. The residents and their authorized representatives participated in the development and modification of the NSPs.

Milken Diagnostic Center is a short-term diagnostic facility and not required to complete Quarterly Reports.

The residents received an array of therapeutic services and interventions, including individual and group therapy, day treatment, and recreational therapy.

### **Recommendations**

**There are no recommendations for this section.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents attended Aviva's non-public school and their records contained report cards and/or progress reports. Each resident had an Individualized Educational Plan. The resident reported that they were provided with educational support, educational resources, and daily cognitive stimulation.

The residents are provided with minimal daily living skills. They were required to maintain their bedrooms and the common areas, maintain good personal hygiene, and their personal items (clothes, etc.). The residents were not provided with independent living skills, emancipation training, or vocational training skills, which was not part of the services provided by the short-term placement facility. Management stated during our exit interview that they would revise the Agency's Program Statement to clearly note that the above-mentioned services are not provided.

The residents did not work and both were able to spend their allowances as they wanted.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Milken provided appropriate activities for the residents and followed a weekly, day treatment activity schedule developed by staff and residents.

The residents expressed satisfaction with the both the on-grounds and off-grounds activities that included going to the movies, museums, the mall, and doing arts and crafts. The residents could watch videos, play table games, and read at free times during the day.

Residents were provided transportation to and from activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents.**

**There were three residents placed in Milken at the time of the review. A review of case files was conducted for the two residents prescribed psychotropic medications.**

**Comments:**

One resident was supervised by the Department of Mental Health and had parental consent and the other resident had a current court authorization on file. Documentation confirmed that the prescribing psychiatrist conducted monthly evaluations for each resident.

Medication logs were properly maintained.

**Recommendations**

**There are no recommendations for this section.**

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents were presented with the policies, rules, and regulations upon placement at the facility. They were familiarized with the rewards and discipline practices and felt that the consequences and rewards were fair.

The residents reported that supervision was appropriate and that there was always a sufficient number of staff at the facility when residents were present. The residents stated that they felt safe, were treated with respect and dignity, and that staff was respectful and sensitive to their individuality.

Both residents expressed satisfaction with their rooms. They stated that they had no interference with daily activities such as getting water and snacks. They received a sufficient amount of food and expressed satisfaction with their meals.

Resident chores included the maintenance of their own rooms and common areas, which the residents did not feel were too demanding.

The residents were allowed to telephone their authorized representatives and family and, had sufficient privacy during phone calls and visits. The residents indicated that they had religious freedom and that their health care needs were met.

The residents were aware of their right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Milken provided appropriate clothing, items of necessity, and allowances to the residents. Milken supplied its residents with the required monthly clothing allowance in

the amount of fifty dollars and the residents were given the opportunity to select their own clothes within established parameters.

The residents received at least the required minimum weekly allowance that they were able to increase based on the Agency's behavioral system.

Milken provided residents with adequate personal care items and sufficient, secure storage space.

Both residents had life books.

### **Recommendations**

**There are no recommendations for this section.**